stripe SUPPORT Search help articles... Create account Sign in

# Submit a Complaint

Legal

Your satisfaction matters. We are committed to giving you great service. In order to do this we need you to let us know when we get things wrong. We want to help you resolve your complaint as quickly as possible.

We treat any expression of dissatisfaction with our services or products as a complaint and will aim to respond. We listen to your complaints, treat them seriously, and learn from them so that we can continuously improve Stripe.

## Ways to submit a complaint

| | |
|---|---|
| **Complaint Submission Form** | https://stripe.com/complaints |
| Secure contact | 24 x 7 support |
| Email | complaints@stripe.com |

## What to expect

We aim to respond to your complaint as quickly as possible and in accordance with any requirements under law. If we are unable to resolve your complaint instantly, we will send an acknowledgement of your complaint **within 5 business days** of receiving it. Residents of or businesses based in Malaysia, however, will receive an acknowledgment of your complaint within 2 business days. Residents of our businesses based in Australia will receive an acknowledgment within 1 business day and residents of our business based in India and Brazil will receive an acknowledgment within 24 hours.

We will have a qualified representative to complete a fair and thorough investigation. In most cases, we will provide a written Final Response to your complaint **within 15**

**business days** of receiving it, depending on its complexity. Residents of or businesses based in Brazil, however, will receive a written Final Response within 10 business days.

In exceptional circumstances we may need more time to complete our investigation. If this happens, we will let you know and explain our reasons. In most cases, our written Final Response **will not exceed 35 business days** from the date we received your written complaint. However, we adjust this deadline in accordance with requirements under the law for the following regions:

- Australia - Our written Final Response will not exceed 30 calendar days from the date we received your complaint.
- Brazil - Our written Final Response will not exceed 20 business days from the date we received your complaint.
- Malaysia - Our written Final Response will not exceed 30 calendar days from the date we received your complaint.
- India - Our written Final Response will not exceed 30 calendar days from the date we received your complaint (or earlier, if required under applicable law).

### If you remain dissatisfied

If you are dissatisfied with our Final Response to your complaint, laws may provide you with the right to refer your complaint to a complaint agency or regulator.

## Australia

This information is for Stripe users based in Australia that receive regulated financial services from Stripe Payments Australia Pty Ltd (SPAPL). If you have made a complaint to SPAPL and are not satisfied with the response received, you can refer your complaint to the **Australian Financial Complaints Authority**. You can find further information on **SPAPL's Complaint Handling Policy** and further information on referring your complaint to Australian Financial Complaints Authority **here**.

## Brazil

This information is for Stripe users based in Brazil that are serviced by Stripe Brasil Participações Ltda. (SBPL). If you have made a complaint to SBPL and are not satisfied with the response received, you can refer your complaint to Stripe's Ombudsman in Brazil. You can find further information on referring your complaint to Stripe's Ombudsman in Brazil **here**.

## Canada

This information is for Stripe users based in Canada that are serviced by Stripe Payments Canada Ltd. (SPCL).

### Code of Conduct complaints handling process

SPCL has established a process for managing potential **Code of Conduct for the Payment Card Industry** compliance violations. If you have a complaint about a particular element of the Code, read about how to **file a complaint in Canada**.

## European Economic Area (EEA) countries

This information is for Stripe users based in EEA countries that receive regulated financial services from Stripe Technology Europe Limited (STEL). If you have made a complaint to STEL and are not satisfied with the response received, you can refer your complaint to the **Financial Services and Pensions Ombudsman** within 6 years of the date of the conduct complained of. You can find further information on STEL's Complaints Handling Policy **here** and further information on referring your complaint to the Financial Services and Pensions Ombudsman **here**.

## France

In addition to the methods mentioned above, you may also submit a complaint by phone (toll-free) at +33 805 11 19 67 Monday through Friday 9am-5pm GTM (except public holidays) or by postal mail at Stripe Payments Europe, Ltd. 10 Boulevard Haussmann, 75009 Paris, France.

This information is for French users that receive regulated financial services from Stripe Technology Europe Limited (STEL). If you have made a complaint to STEL and are not satisfied with the response received, you can refer your complaint to the **Financial Services and Pensions Ombudsman** within 6 years of the date of the conduct complained of. You can find further information on STEL's Complaints Handling Policy **here** and further information on referring your complaint to the Financial Services and Pensions Ombudsman **here**.

## India

This information is for Stripe users based in India that are serviced by Stripe India Private Ltd. (SIPL). If you have made a complaint to SIPL and are not satisfied with the

response received, you can refer your complaint to the Nodal Officer. You can find further information on referring your complaint to the Nodal Office **here**.

## United Kingdom, Switzerland, and Gibraltar

This information is for Stripe users based in the United Kingdom, Switzerland or Gibraltar that receive regulated financial services from Stripe Payments UK Limited (SPUKL). If you have made a complaint to SPUKL and are not satisfied with the response received, you can refer your complaint to the **Financial Ombudsman Service** free of charge within 6 months of our final response to your complaint. You can find further information on **SPUKL's Complaints Handling Policy** and further information on referring your complaint to the Financial Ombudsman Service **here**.

**Did this answer your question?** Yes No

### Related articles

**Stripe complaints in Canada**

This article provides guidance on what to do if you have a complaint related to the Code of Conduct for the Payment Card Industry in Canada You may...

Legal

**Respond to fact check requests due to cardholder complaints**

Under the Installment Sales Act in Japan, Mitsui Sumitomo Card, JCB, and American Express, in partnership with Stripe, are obligated to conduct...

**How do I report a complaint to Stripe?**

We are committed to providing great service, and if something goes wrong we want to hear about it. If you want to file a complaint about Stripe or...

Linked Financial Accounts

### Contact support

**Live chat in English**
24/7 Support Available

Get email support in English 24/7

Sign up to get support

### What is Stripe?
Learn more about Stripe and our products.

### Stripe docs
Get familiar with the Stripe products and their features.

### API reference
Explore complete reference documentation for the Stripe API.

### Developer chat on Discord
Chat live with other developers on the official Stripe Discord.

English (United States)

Stripe will handle your data pursuant to our privacy policy.

© Stripe